## Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the WEST STOCKHOLM Post Office on 04/15/2011. Additionally, during the survey period, questionnaires were available at the WEST STOCKHOLM Post Office to walk-in retail customers.

#### **Number of Questionnaires**

Total Questionnaires distributed	124
Favorable to proposal	11
Unfavorable to proposal	35
Expressing no opinion	20
Total questionnaires received	66

#### Postal Concerns

The following postal concerns were expressed

#### Concern (No Opinion):

Customers asked why their post office was being discontinued while others were retained

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

#### Concern (No Opinion):

Customers inquired about mailbox installation and maintenance

#### Response:

Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.

#### Concern (No Opinion):

Customers said they would miss the special attention and assistance provided by the personnel at the West Stockholm Post Office.

#### Response:

Courteous and helpful servic will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.

### Concern (No Opinion):

Customers were concerned about a change of address

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

### Concern (No Opinion):

Customers were concerned about mail security

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

### Concern (No Opinion):

Customers were concerned about obtaining services from the carrier

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

### PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

#### PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office

during their absence. Opon return the customer asks the post onice to resume derivery.

#### Concern (No Opinion):

Customers were concerned about senior citizens

#### Response:

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to . Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Potsdam postmaster for more information.

#### Concern (No Opinion):

Customers were concerned about the mailboxes being damaged by snowplows

#### Response:

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

#### Concern (No Opinion):

No Concern

Response:

### Concern (No Opinion):

You were concerned about having to travel to another post office for service

#### Response:

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

#### Nonpostal Concerns

The following nonpostal concerns were expressed

#### Concern (No Opinion):

Customer expressed a concern about the loss of a gathering place and an information center.

#### Response:

The local church or a convenient market can provide a site for the community to gather, socialize and share information.

#### Concern (No Opinion):

Customers expressed concern for loss of community identity

#### Response

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the West Stockholm Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.

## **Community Meeting Roster**

ieo).		Date: 05/11/2 Time 6:00
47	Place:	West Stockholm Fire Hall, West Stockholm No. 13696
ial record that will be av	ailable for pul	ublic viewing.
ddress (optional)	Zip (	Code Phone Number
֡֡֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜֜	ties):  47  ial record that will be avidences (optional)	Place

Name	Mailing Address (optional)	Zip Code	Phone Number
Amarda rosto	PO BOXILO	WEST Stockholm	267-6450
The Sate	20. By32	westStathdin	265-0625
Hedi Nerombe	Q.D.ROA32	WEST STOCKEN	m 2105-0102
amy Sharlow			
Bev La Villet	P.O BOX 92	West Stockhalm	265-5409
Kenn Few ch	130x 109	wet Stockyou	265-8494
" Dobbie Drell	Box 176	Wast Stackholm	212-0889
Cardy Chever	Po Box 116	West Stockholm	265-4307
Maal & Brien	PO BOX123	W. Stockholm	265-9452
Dick Tracy	PO Box 96	W Stockholm	265-5777
Eleen Chaffee	P.O BOX 30	W Stockholm	265-9302
Howse Mouns		NORWOO	
Styling Necon	En BN13		
Chrone I What	89RIVITUR	13676	608-7725
Ryles Hunter	69CoR157	13696	265-5849
Haroldy, Hunter	14	.,	ř.c
Soi Eust	273W Panishville Rd.	13676	265-1733.
Tammy Mason	POBOX 915 - Potsdar 17 CR 57 West Stkh	1m /3676	267-2487
Matte Shin	BYLLES CHIEST	13613	71098315

## **Community Meeting Roster**

Postal Service Respresentive (Names and Titles):  Jeff Sands, POOM  Diane La Berge, Postmaster		Date: 05/11/2011 Time 6:00 pm	
Total Number of Customers Pre-	sent:	West Stockh Place: 13696	nolm Fire Hall, West Stockholm NY
This document may become a p	art of the official record that will be	available for public viewing.	
Names of Customers Present:			
Name	Mailing Address (optional)	Zip Code	Phone Number
RICK BURRELL			
DawnButler			
Farel Trous	Box 17	13696	2656016
DOK ASHLAND	San GRIFFE	12002	315-793-9012
Jan Bulded	Box 5	13696	265-3004
John Doon	POTSDAM	13676	119860577
Louise Ma Cara	West Stockhal	m 13696	265-6848
Janviller Hartson	PO Box 25, W Stockholm	13696	265-4543
From Bussel	Stockholm Knages Station	13696	212-3252
Rix Galser	MASSEWA	13662	769 4493
Jill Rheaume	POBOX 40	13696	265-2866
Pathy LAFF Hund	er POBOX4	13696	265-2913
nothings lift	60 Bax 3P	13696	265-2531
Sylva -	Parishull	13672	268 9818
Carl Ashler	POBOX48	13696	261-4048
MARM ANDREWS	P.O. Box 5A	13696	771-5115
Teresa Fisher	P6 B0x 71	13696	265-0818

## **Community Meeting Roster**

Postal Service Respresentive (Names and Titles):  Jeff Sauds, Poom  Dian La Barge, Postmuster		Date: 05/11/2011 Time 6:00 pm	
Oran Ca Barge, Po	S ( WA STER	-	
Total Number of Customers Pre	sent:	West Stockho	Im Fire Hall, West Stockholm NY
This document may become a part of the official record that will be available for public viewing.			
Names of Customers Present:			
Name	Mailing Address (optional)	Zip Code	Phone Number
Diasi Bullet	POBOTS WStable	13696	315-265-3004
Bich Geed	4125WHwy11DeKalbJit	4 13630	315-347-1188
DIANE TRACY	POB65 STOCKHOLM	13694	315-265-3257
Kathy Olser	P.O. BRZ16 W.S	tickholm 13696	315-265-6455
DAVECLAYOR	VPOBX174	13696	315-261-455
JAne Ameloto	76BOX 548	13687	315.261-4387
Bonnie W. Hon	PO Box 26	13696	315-265-2531
Loven Bronzon	P.O. BOX 137	13696	315-261-4325
BobWhite	WestStockWn	13696	315-265-5891

## Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

### **Postal Concerns**

Concern (No Opinion):

Customers were concerned about mail security

You expressed a concern about the security of mail. Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Concern (No Opinion):

Customers asked why their post office was being discontinued while others were retained

Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

Concern (No Opinion):

3. Customers asked what criteria are being used for discontinuance and whether USPS has a set agenda already.

The first criterion is that there is a Postmaster vacancy. At that time, a study is conducted of the business activity and whether it is possible to provide regular and effective service by alternate means.

Concern (No Opinion):

Customer expressed a concern that there was an agenda on the survey that was sent out, that the closing of the office is a foregone conclusion, and that the community meeting is a formality.

Response:

USPS is conducting a study, the community meeting is to get input from the customers, and no conclusion has been made.

Concern (No Opinion): 5.

Customers expressed a concern that parking at the Potsdam Post office would be inadequate.

Response:

A site visit was conducted and it has been determined that there is adequate parking.

Concern (No Opinion):

6. Customers asked why not raise the price of a stamp to cost 50 or 75 cents?

Response:

Each class of mail must cover its own costs.

Concern (No Opinion):

Customers were concerned about having to travel to another post office for service

Services provided at the post office will be available from the carrier, and customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience.

Concern (No Opinion):

Customers asked about eliminating Saturday delivery as a cost saving measure.

USPS is pursuing many different avenues to be more efficient and cut costs. The possibility of 5 day delivery is being addressed at Postal headquarters in Washington.

Concern (No Opinion):

Customers asked if the West Stockholm Post Office loses money.

It is operating at a deficit. In general, more detailed financial data is proprietary information. Specific savings will be noted if a proposal to close is pursued.

Concern (No Opinion):

Customers asked what they could do to keep West Stockholm Post Office open.

Response:

Coming to the community meeting and filling out the questionnaire are ways of having the community's voices heard. Also there would be further comment periods if a proposal to close were pursued.

Concern (No Opinion):

Post Office.

Response:

Courteous and helpful service will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.

Concern (No Opinion):

Customers were concerned about the limited hours of operation at the Potsdam post office.

The hours of West Stockholm Post Office are 8-12, 1-4:45 M-F and 8-11:45 Sat. The hours of Potsdam Post Office are 8:30-5:00 M-F and 9-12:30 on Saturday.

Concern (No Opinion):

Customers questioned the economic savings of the proposed discontinuance.

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates a positive annual savings.

Concern (No Opinion):

14. Customers stated that the landlord of the building in West Stockholm has offered to take a 10% reduction in the lease payment.

Response:

Customer concern noted and added to the official record.

Concern (No Opinion):

Customer stated they received a piece of mail torn in half and had to pay a late fee.

We regret learning of the inconvenience you have experienced. All mail deserves proper care and handling as it moves through our system. We are constantly working to eliminate incidents of damaged mail.

Concern (No Opinion):

16. Customers asked to have a list of the criteria used/considered as to how their post office is evaluated for discontinuance so that they could try to avoid a closure.

Response:

The full text of the statutory provisions appear in Title 39, Code of Federal Regulations, Part 241.3

Concern (No Opinion):

Customers stated West Stockholm has not had a Postmaster in years and asked why the position has not been filled.

Response:

All management positions were frozen in anticipation of the reorganization efforts.

Concern (No Opinion):

Customers questioned whether Potsdam could accomodate the additional post office boxes from West Stockholm.

A site visit was conducted and it has been determined that there is adequate space for the additional post office boxes that would be needed.

Concern (No Opinion):

Customers asked if they would be refunded their Post Office Box fee if the West Stockholm Post Office closed.

Yes, fees would be refunded if the customer chose to close their Post Office box and receive rural delivery service.

Concern (No Opinion):

20. Customers asked whether, if they chose to go to rural delivery, the postal service would pay to put up their curbside boxes.

Response:

This would be the responsibility of the customer.

Concern (No Opinion):

21. Customers were concerned about the mailboxes being damaged by snowplows

Please contact the administrative postmaster to determine the proper mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows.

Concern (No Opinion):

22. Customers stated that Title 39 procedures for discontinuance requires responsiveness to community needs and that the USPS provide regular and effective service to the rural communities.

Response:

The requirement for regular and effective service can be met by providing rural carrier delivery.

Concern (No Opinion):

Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages

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The rural carrier will accept any letters or packages for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

Concern (No Opinion):

## Customers were concerned about senior citizens

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to roadside mailboxes. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Potsdam postmaster for more information.

Concern (No Opinion):

Customers asked if small offices were being closed to give higher-ups raises.

The Post Office of the future will be smaller with redesign efforts effecting every level of the organization.

Concern (No Opinion):

Customers were concerned about obtaining services from the carrier

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

PURCHASING STAMPS BY MAIL

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PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Concern (No Opinion):

Customers asked if the Post Office operates on taxes.

The Postal Service is not supported by tax dollars and must meet expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers.

Concern (No Opinion):

Customers were concerned about a change of ZIP Code

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

## Nonpostal Concerns

Customers stated, West Stockholm is on the National Register for Historic sites, and this should be considered when a decision whether or not to close the office is being made.

Information on the West Stockholm Historic District is included in the investigative report.

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Concern (No Opinion):

Customer stated her mother shovels snow for the West Stockholm Post Office, and another person plows, so there is a 2. concern that USPS would be cutting the pay of other people besides the PM and PMR.

Comment noted and added to the official record.

- Concern (No Opinion): 3.
- Customers were concerned about the loss of a gathering place and an information center.

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town.

Concern (No Opinion):

Customers expressed concern for loss of community identity.

A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the West Stockholm Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.



May 17, 2011

RE: West Stockholm NY

Memo to the record. This is a place card for item 26 <u>Community meeting letter (If community meeting held prior to questionnaire)</u> Meeting was held after questionnaires were sent. Reference item 21.

Nadine Tremblay

Nadine Tremblay Post Office Review Coordinator



August 3, 2011

RE: West Stockholm NY Docket# 1387207-13696 Item 27 Page 1

Memo to the record. This is a place card for item 27 <u>Petition and Postal Service response letter</u> (<u>if appropriate</u>). Petition received with 286 signatures.

Nadine Tremblay

Nadine Tremblay Post Office Review Coordinator

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PAGE	

# SAVE THE WEST STOCKHOLM POST OFFICE!!

We the undersigned wish to keep the West Stockholm Post Office open for many reasons. The following are just some of those:

- -- Everyone would have to change his/her address. Mail would be late or lost.
- --6+ miles one way to Potsdam, Norwood, or Winthrop will be a hardship on many with the price of fuel, for those on fixed incomes, those without transportation, and in the inclement weather.
- --For those who obtain a mailbox, they will still have to change their address, plus pay for the cost and upkeep of said mailbox.
- --For those who live in apartment buildings the possibility of misdirected, mixed-up mail would greatly increase.
- --Our post office starts its business day at 8:00 a.m. You cannot purchase stamps or do other business until 9 or 9:30 a.m. at the surrounding offices.
- -Congestion would ensue at the neighboring post offices and customers would not be served in a timely manner.
- -- The loss of another business would hurt the town economically.

TEM NO.	77
	SAVE WEST STOCKHOLM POST OFFICE!
<b>(</b>	Junifer & Hardam 881 Hatch Rd; West Stockholm PO Bx 24
2	Richard Francy 881 HAKA Rd 11
3	Tout John Stockholm knupps RD
中	Exam Dilul 807 old Market PD, Fotsdam
5	galle 84 018 Marks Rd. Withing
6	Sherylampbell 84 CR57, Potsdam
子	Charl N. Griffin 588 old Market R.D. Potsdam
	Crystal Decker 86 old Market Rd; Worthoop
[9]	Majdin PO Box 234 West Shiphin
	Scot Bound 6334 keath Rd; W Stockholm
	Makel 755 Hatch Rd. ; West Stockholin
	Brian Allen 1217 oldmarket RA; W Stockholm
	Justin Mitchell 881 Hatch Rd; W Stockholm
	Carol Appley 20 Living stone Rd; W Stock Holm
	P.

ITEM NO. WEST STOCKHOLM POST OFFICE River Road; CRYSTAL GREEN THOMAS COOK LaMora 8748 NS Hwy 11: Potsdan noullos - CR 57; W Stockholm Old Mkt Rds Whythrop el 445 ( POBOX 72 881 Hatch Road; W Stockholm Coons BCGO US HWY 11, Potsdam WS Huy 11; Witsdan 728 Pleasant Orlly Rd 12 PAL + Shirty CharlesTow WINThrop N't 3113 8552 45 11 Potslam 136X Dick Runal

DOCKET NO. 1387207-13696

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WEST STOCKHOLM POST OFFICE! 1 albert Chency 74Pichle St. Patson, NY 13676 BD PAVID GUNRY 190 CTY RTA. ST WEST STOCKHOLM, N.Y. 13696 Warl Tauber 40 Pickle St. Patalain 13676 Et Chery Parker 40 Richle ST Polition 13676 53 Sue Bunkan 7927 VS Hwy 11; Potsdam 1 Minds Shoule 8728 NO Huy 11 Potsdan BS Land 7. Stal 1484 CTITI 57 West tollholm Bo Here Low Hetchell 9 Dude Rd. Potstern Zy Bolew St. Johns 591-old Market Rd. Totsdam, Try pack w dusta WapickLe st potsdancy Fud Wight 36 Stockholm Knapp Station Road # Barbara Russell 855> US Hwy 11, Potsdam NY 13676 In Mckowy 224 Stockhol-Knapp Strd w Stockholm NY/3616 Bruce Carlagre 32 Mccarthy Rd. Stockholm My 18697

PAGE A Bray PO Box 66 1 Box 148 W. Stockholm Johnson 8724 US Hy 11 Potsdan 1 Duise McCargon Pot werny 861 Hatch Id. Potsdam, NY - 8553 Josan 35 Reagan Rel Westhrop ameron 8605 US El Kobet Don

ITEM NO.

WEST STUCKHOLM POST OFFICE! 17 Peter What Jewilbridge Ed W Horlinden Kathlen Usuton Stockholm, NY Eg Joseph Lersell CR57 W Stockholm to Kangu Bry By 8071 Patsdam, ny. 61 LANGER PLINE CR57 WEST STOCKHOLM MY 12 RS Low 10 Livingston Kd 13 Helin Osgood Potedam, My I Pail Whitton PO Box 26, Wittelkholm Robert Juden 2 Stockholm Knapps Rd Dudin Dean River Rd; Potsdam Et Tandy Vice POBOX 7 WStockhalm My Bui Gellelin Pleasant Valley Rd, Potsdam Donne Pelletie Ed Gilson 8453 NS Huy 11; Potsdam

138720743696 WEST STOCKHOLM PUST OFFICE! ITEM NO. PAGE II Steve Hazelton 27 Regan Rd Potsdan 1023 Old Mkt Rd Potsdam Hatch Alicia Francis B adam Francis 18 Down Ober

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WEST STOCKHOLM POST Blooke K. Boast 8877 NS they 11; Potsdan 245 Stockholm Knapps Sta Rd; N Stockholm 96 Pickle St By William Pert Griffin Sandfordville Jany Krause Heath Ro La Sillech Stockholm Center 1 Sonfaluelle TEENA SUSICE 547 W. STOCKHOCK SOUTH InK& Lavive WEST Stockholm 140 CR 57 West Stockholm Lower 20 + 4 Stockholm Knaps Sta Ad; W Stockholm why lot Reage RD, without usself 212 Stockholm Knapps Station Rd W. Stockholm 2 104 Reagan Rd, Winthop, NY 17697

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WEST STOCKHOUM POST OFFICE! 19 Phil White 9 Forth Bridge AD Winthrop, My 13697 Deb Borger Wenthrop, wa West Stockholon Morale Prior QIKIVER PRIVE PUTSEAM 1 HERESA/SHAWN McCARGAR, Potsdam Ny 13/076 Jan CLOSE Weathop, N.Y. TOY Kathy OKEN 707 Stockholm- Southuille Roms W. Stockholm My 13696 365 Stockholm Knapps Potsdam, NY1367( John P. White OLA MKT RS. IN Martons 250 Stockholm Knapps Sta. Nd

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ITEM NO.

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	1040 old market Rd W. Statholm
	CARCISTANA GISON 8453 USR+.11 Potsdam  Corey Huto Old Mlet Rd, W Stockholm
	1 Don Dagett Living Ston Rs
	MAVE CHUOZINSKI 12 REYNOLDS RD

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	11 1/m OBRIEN SO 255 STOCKWOW KNAPPS STARD POTSDAM
	Ha Linda Vice 636 Southuite id; W Hollholm
	III Jason foster 37 Noblett Rd. winthop
	He learner (315) 389-4266 Winthrop
	He Holly Parate (315) 2002-5289 Potschim  Kim Deshare 842-9758 Winharp
	H Kin Deshare 842-9758 Winthrop
	Peggy Moutton Weststockholm 244-7503
	III Juche Tray West Stockholm My 13696
	Pessa Gelds W. Stockholm NY 13296
	Don White In West Stockholm NY 13686
	JANICE Scott 507 Heath Pol Potsdom
	Is Inda Bronson W.S. Dy 13696
	13 Nichole Mayor Winthrop NY. 389-5340

EST STOCKHORM POST OFFICE! B Jeff chase Patsha 150 Jack: Tray Wast Stockholm, Vy. 13 Sandra mckenty w. Stockholm Ny Brail Delanen 8728 Rt 11 gotslan A Lin phipper 2030 da market 101 wintrop. Day Russell 602 Heath Rd. Potsdems In Sam Swiet 1533 CR 47 Whotherp 1 Joyce Cortagy 9993 USII Withop 13 Josh Love 696 old Southville Md. Bunnic Feterson West Stortcholy Ny 13 Jan Gradl West Stockholm of III Travis Smuts west stockholm Ny West Stockholm -NY Tot Chris Tracy Wed Sockholm My

- STOCKHOLM POST OFFICE! PAGE Michael BRAY 40 Lis Durano 171 Charlest Arlene Ras Gerald Bras Charles Q-4 Denath 135 adam Lewis to Clive Crist Eleen & Chappee 170 Mark Cthe M TRISTAN BRONSON

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STOCKHOLM POST OFFICE! PAGE 197 G. Johns 200 Jean B Bronson 205 Benny La Violette Paller

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ITEM NO.

1387207-13696 DOCKET NO. STOCKHOLM POST OFFICE! ITEM NO. PAGE 249

WEST STUCKHOLM POST OFFICE! 253 Carlore M. Cargor Lynda Lenieux 1928 CR 47, Winthrop, NY 13697 295 Lome Cossoly wast Startham 25to Henry Vice West Stocklifform -25 Kayed Wo long Pobox 17 W. Stock Wolm My 13696 250 TIAVIS CHOILESON DUCTWINTHOP 259 rimbly Sanger wintrof 100 RON CASCANETTE 26 June Engle Horth 200 ANNIE LABARGE NORFOCK wisthrop\_ un thop 265 gg mts 266 A MS West Stockholm

DOCKET NO. 1387207-13696

ITEM NO. SAVE 22THE WEST STUCKHOLM POST OFFICE. 207 Tink and Fairie Russell Boy 94 W. Stockholm 26 Mellen Colonian 8450 45 Rt 1) 200 Zachart FOR 16Holneston RND 270 Gria Camen 8405 US Hwy/1 27 ) see 596 8Hd 2 Delen 867 old Market Rd 270 Muande 278 Sarah Dedeel 867 old market Rd 27th Sunda Joster 663 Southwill Go. 275 Cendy Browson W. Stertholm 276 Doan Ryonson W. Stathwan 277 Felly Brack Sanfordville W. STOCK Adm w. Stockholmy 27 Branch Kelley W. STOCKHOIM 280 Steven Romsey

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280 Nicole Tracy	W. Stockholm
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WILLIAM L. OWENTEM NO. 23RD DISTRICT, NEW YORK

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COMMITTEE ON ARMED SERVICES

AIR AND LAND FORCES STRATEGIC FORCES

COMMITTEE ON HOMELAND SECURITY EMERGING THREATS, CYBERSECURITY, AND

SCIENCE AND TECHNOLOGY **EMERGENCY COMMUNICATIONS,** PREPAREDNESS AND RESPONSE



# Congress of the United States

House of Representatives

Washington, DC 20515

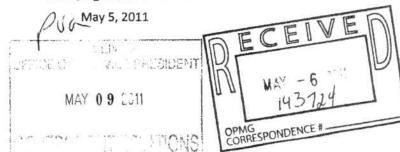
PLEASE RESPOND TO

WASHINGTON OFFICE

2366 RAYBURN HOUSE OFFICE BUILDING WASHINGTON, DC 20515-3223 (202) 225-4611

120 WASHINGTON STREET, SUITE 200 WATERTOWN, NY 13601-3370 (315) 782-3150

14 DURKEE STREET, SUITE 320 PLATTSBURGH, NY 12901-2998 (518) 563-1406



Patrick Donahoe Postmaster General United States Postal Service 475 L'Enfant Plaza SW Washington DC 20260-0010

Dear Mr. Donahoe,

I am writing to you on behalf of Deferiet, DePeyster, Fishers Landing, Hailesboro, Lorraine, West Stockholm and other Northern and Central New York communities slated to see the possible closure or consolidation of their facilities in the coming year. As the Representative for a large, rural Congressional District, closing or consolidating these Post Offices to me represents a "pound foolish" approach that will do little to alleviate the Postal Service's financial difficulties while causing harm to small, underserved communities.

However, if you intend to move forward with this process, I would ask that you take into consideration several factors to limit the potential impact on small communities. First, please take full and sincere consideration of the comments raised by constituents attending the Postal Service's public hearings on this matter. Postal Service customers in rural areas have a unique perspective on the value of the service they currently receive, and their concerns should be thoughtfully considered before any decisions are made.

Second, if a decision is made to close or consolidate a particular facility, I would ask that you make available to the public detailed, individual analysis of why that facility is appropriate for such action in advance of the period for customer appeal. This information should include data on current utilization of the existing facility, cost-savings to the Postal Service in carrying out their decision, information on the nearest substantially similar facility, and any other data you may deem important to the process. I firmly believe this level of transparency is required to ensure decisions are being made in a thoughtful and service-minded way.

I would urge you to try and identify customers affected by a closure or consolidation, especially elderly or disabled customers in rural areas, for the purpose of determining alternative means for preserving or improving their existing service. Expanding home delivery to some not currently eligible may provide one solution, but I would be happy to work with you on ways to ensure fair and proper treatment of those in underserved areas.

I am well aware of the Postal Service's financial constraints, and have co-sponsored legislation to try and alleviate these concerns, which are the root cause of the current financial situation (including benefit funding that is not actuarially sound) but closing or consolidating rural facilities is not an efficient means

open if I can be of service.

DOCKET NO. 1387207-13696

ITEM NO.

PAGE

Bill Owens

Member of Congress

#### **Proposal Checklist**

# Responsiveness to Community Postal Needs Section I Tell what we are doing and why. Is reason for discontinuance justified and documented in the record? If suspended, what type of alternate service customers are now receiving? Reason for vacancy and information on postmaster/OIC Number of customers and type of service they received and will receive. Hours of service, daily window transaction average, number of permit mailers, and postage meter Last three fiscal years of revenue and revenue units. Decline in service workload/reduction in EAS level, if appropriate. Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available. If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal. Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses. Community meeting. Number of customers who attended, customer concerns, and Postal Service responses. Information on petitions and congressional inquiries included with Postal Service responses. Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses. Advantages and disadvantages of proposed alternate service. Any other pertinent information concerning Postal Service needs. Effect on the Community Section II Brief background of area, community government, population, etc. Number of businesses, religious institutions, schools, local government offices, social organizations, etc. Was Post Office used as meeting place? Was Post Office a shelter for a bus stop? Did the Post Office have a public bulletin board? Were government forms available at the Post Office? Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.? What is the historical value of the office? Is an address change necessary? Will the community identity be preserved? What are the growth trends (flat, up, down)? Were any other nonpostal items identified? Effect on Employees Section III Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV	Economic Savings
/	A statement of annual savings includes a breakdown as follows:
	Postmaster salary (EAS, Minimum, no COLA) \$33/68
	Fringe benefits 33.5% \$   (
	Rental costs, excluding utilities \$ / 200
	Total annual costs \$ 50 479
	Less estimated cost of replacement service - 13224
	Total annual savings \$ 37 255
A one-time expense of \$	will be/was incurred for installation of CBUs and parcel lockers.
/ one-time expense or \$	Is postmaster salary based on the minimum salary without COLA?
	Does postmaster salary reflect the current office evaluation?
Section V	Other Factors
	The Postal Service has identified no other factors for consideration (if appropriate).
	List other factors as appropriate.
	Other factors when replacement service is a CPO.
Section VI	Summary
	The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.
Section VII	Notices
	Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.
Checklist Completed By:	5/12/2011
Thosling Freml	31112011
Investigative Coordinator	5/17/2011 Date 5/17/2011
Reviewed and Certified By:	5/12/2011
Madin Rem	SI 1/2011
District PO Review Coordinator	Date



05/19/2011

SENIOR VICE PRESIDENT GOVERNMENT RELATIONS AND PUBLIC POLICY 475 L'ENFANT PLAZA SW RM 10804 WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close the WEST STOCKHOLM Post Office Docket No. 1387207

This is to advise you that on 05/21/2011, I will post for public comment a proposal to close the WEST STOCKHOLM Post Office in St Lawrence, Congressional District No. 23.

If you have any questions, please call NADINE TREMBLAY District Review Coordinator at (518) 452-4085.

EDWARD PHELAN District Manager ALBANY PFC District

cc: Manager, Customer Service Operations Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920 Proposal



05/19/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of WEST STOCKHOLM Proposal Docket No. 1387207 - 13696

Please post the enclosed proposal to close the WEST STOCKHOLM Post Office in the lobby. The proposal must be posted in a prominent place from 05/21/2011 through close of business on 07/22/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (518) 452-4085.

NADINE TREMBLAY
Post Office Review Coordinator
ALBANY PFC District

Enclosures: PS Form 4920

Proposal Invitation for Comments Comment Forms Official Record

Date of Posting: 05/21/2011

Date of Removal: 07/22/2011

## UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

To the customers of the West Stockholm Post Office:

The Postal Service is considering the close of the West Stockholm Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/21/2011 through 07/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the West Stockholm Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY 30 KARNER RD ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

JEFFREY SANDS 30 KARNER RD

Date of Posting: 05/21/2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1387207 - 13696

## I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster position became vacant when the postmaster is reassigned on June 25, 2005. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: This is a small level 11 office. The office has PO Boxes and an intermediate rural route (21 boxes) from the Potsdam Post Office (Admin office). Management initiated study to determine if regular and effective service can be provided through other means.

The West Stockholm Post Office, an EAS-11 level, provides service from 08:00 to 12:00 and 13:00 to 16:45 Monday - Friday, 08:00 to 11:45 Saturday and lobby hours of 08:00 to 17:00 on Monday - Friday and 08:00 to 12:00 on Saturday to 107 post office box customers and 17 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 38 transaction(s) accounting for 44 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$38,878 ( 101 revenue units) in FY 2008; \$31,969 ( 83 revenue units) in FY 2009; and \$32,179 ( 84 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On May 11, 2011, representatives from the Postal Service were available at West Stockholm Fire Hall, West Stockholm NY 13696 to answer questions and provide information to customers. 47 customer(s) attended the meeting.

On April 15, 2011, 124 questionnaires were distributed to delivery customers of the West Stockholm Post Office. Questionnaires were also available over the counter for retail customers at the West Stockholm Post Office. 66 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 11 favorable, 35 unfavorable, and 20 expressed no opinion.

One congressional inquiry was received on May 09, 2011.

Concern:

A petition supporting the retention of the West Stockholm Post Office was received on May 11, 2011, with 286 signatures. If this proposal is implemented, delivery and retail services will be provided by the Potsdam Post Office, an EAS-20 level office. Window service hours at the Potsdam Post Office are from 08:00 to 17:00, Monday through Friday, and 09:00 to 12:30 on Saturday. There are 318 post office boxes available.

Retail service is also available at the Norwood Post Office an EAS-16 level office, located six miles away. Window service hours at Norwood Post Office are from 08:30 to 11:30 and 13:00 to 16:30, Monday through Friday and 09:00 to 12:00 on Saturday. There are 373 post office boxes available for rent.

The following concerns were expressed on the returned questionnaires, at the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1.	Concern:	Customers asked why their post office was being discontinued while others were retained
	Response:	Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
2.	Concern:	Customers inquired about mailbox installation and maintenance
	Response:	Customers are responsible for mailbox installation and maintenance. Mailboxes must be placed so that they may be safely and conveniently served by the carrier and must be located on the right-hand side of the road in the direction of the carrier's travel. Mailbox supports should conform to state laws and highway regulations. The Postal Service recommends that customers contact the administrative postmaster or carrier for advice on placement of mailboxes and mailbox height and supports.
3.	Concern:	Customers said they would miss the special attention and assistance provided by the personnel at the West Stockholm Post Office.
	Response:	Courteous and helpful servic will be provided by personnel at the Potsdam Post Office and from the carrier. Special assistance will be provided as needed.

Customers were concerned about a change of address

Response:

5. Concern:

Response:

6. Concern:

Response:

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Customers were concerned about mail security

Customers may place a lock on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose.

Customers were concerned about obtaining services from the carrier

Retail services provided at the post office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Listed below are some services available from the carrier and how to obtain them.

## PURCHASING STAMPS BY MAIL

The Stamps by Mail Program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, Stamp Purchase Order (Rural), available from the post office or the carrier. Commemorative stamps and stamp collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the US Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

# PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the post office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

#### SPECIAL SERVICES

Special services such as certified, registered, Express Mail, delivery confirmation, signature confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

## HOLDING MAIL

Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the post office during their absence. Upon return the customer asks the post office to resume delivery.

Customers were concerned about senior citizens

Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery and retail services to Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. To request an exception for hardship delivery, customers may contact the Potsdam postmaster for more information.

Customers were concerned about the mailboxes being damaged by snowplows

7. Concern:

Response:

8. Concern:

Response:

18. Concern:

Please contact the administrative postmaster to determine the proper Response: mailbox location and installation method that would help alleviate this concern. Placing the mailbox on a long, swinging, horizontal pipe is one method often used to avoid damage by snowplows. You were concerned about having to travel to another post office for Concern: service Services provided at the post office will be available from the carrier, and Response: customers will not have to travel to another post office for service. Most transactions do not require meeting the carrier at the mailbox. Stamps by Mail and Money Order Application forms are available for customer convenience. Customer expressed a concern about the inability of the rural carrier to weigh and rate letters and packages 10. Concern: The rural carrier will accept any letters or packages for mailing. The Response: carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Customer expressed a concern that there was an agenda on the survey that was sent out, that the closing of the office is a foregone conclusion, 11. Concern: and that the community meeting is a formality. USPS is conducting a study, the community meeting is to get input from Response: the customers, and no conclusion has been made. Customer stated they received a piece of mail torn in half and had to pay 12. Concern: a late fee. We regret learning of the inconvenience you have experienced. All mail Response: deserves proper care and handling as it moves through our system. We are constantly working to eliminate incidents of damaged mail. Customers asked about eliminating Saturday delivery as a cost saving Concern: measure. USPS is pursuing many different avenues to be more efficient and cut Response: costs. The possibility of 5 day delivery is being addressed at Postal headquarters in Washington. Customers asked if small offices were being closed to give higher-ups Concern: 14 raises. The Post Office of the future will be smaller with redesign efforts Response: effecting every level of the organization. Customers asked if the Post Office operates on taxes. Concern: 15. The Postal Service is not supported by tax dollars and must meet Response: expenses by revenue it generates. Operational savings for the Postal Service contributes in the long run to stable postage rates and savings for customers. Customers asked if the West Stockholm Post Office loses money. Concern: 16. It is operating at a deficit. In general, more detailed financial data is Response: proprietary information. Specific savings will be noted if a proposal to close is pursued. Customers asked if they would be refunded their Post Office Box fee if the West Stockholm Post Office closed. 17. Concern: Yes, fees would be refunded if the customer chose to close their Post

Office box and receive rural delivery service.

avoid a closure.

Customers asked to have a list of the criteria used/considered as to how their post office is evaluated for discontinuance so that they could try to

Response:

The full text of the statutory provisions appear inTitle 39, Code of Federal Response: Regulations, Part 241.3 Customers asked what criteria are being used for discontinuance and Concern: whether USPS has a set agenda already. 19 The first criterion is that there is a Postmaster vacancy. At that time, a Response: study is conducted of the business activity and whether it is possible to provide regular and effective service by alternate means. Customers asked what they could do to keep West Stockholm Post 20. Concern: Office open. Coming to the community meeting and filling out the questionnaire are Response: ways of having the community's voices heard. Also there would be further comment periods if a proposal to close were pursued. Customers asked whether, if they chose to go to rural delivery, the postal service would pay to put up their curbside boxes. 21. Concern: This would be the responsibility of the customer. Response: Customers asked why not raise the price of a stamp to cost 50 or 75 22. Concern: Each class of mail must cover its own costs. Response: Customers expressed a concern that parking at the Potsdam Post office Concern: would be inadequate. A site visit was conducted and it has been determined that there is Response: adequate parking. Customers questioned the economic savings of the proposed Concern: 24. discontinuance. Carrier service is more cost-effective than maintaining a postal facility Response: and postmaster position. The Postal Service estimates a positive annual savings. Customers questioned whether Potsdam could accomodate the additional post office boxes from West Stockholm. Concern: 25. A site visit was conducted and it has been determined that there is Response: adequate space for the additional post office boxes that would be needed. Customers said they would miss the special attention and assistance provided by the personnel at the West Stockhom Post Office. Concern: Courteous and helpful service will be provided by personnel at the Response: Potsdam Post Office and from the carrier. Special assistance will be provided as needed. Customers stated that the landlord of the building in West Stockholm has offered to take a 10% reduction in the lease payment. 27. Concern: Customer concern noted and added to the official record. Response: Customers stated that Title 39 procedures for discontinuance requires responsiveness to community needs and that the USPS provide regular Concern: 28. and effective service to the rural communities. The requirement for regular and effective service can be met by Response: providing rural carrier delivery. Customers stated West Stockholm has not had a Postmaster in years and asked why the position has not been filled. Concern: 29.

All management positions were frozen in anticipation of the

reorganization efforts.

30. Concern:

Response:

31. Concern:

Response:

Customers were concerned about a change of ZIP Code

Customers who retain their PO Box or currently have street delivery WILL NOT be required to change their address. ONLY customers electing to close their PO Box and begin street delivery would be required to change their address, if a final determination is made to close or consolidate this office. 911 addresses are generally given by the county's 911 coordinator. The Postal Service does not establish 911 addresses. Any questions concerning your 911 address should be directed to the county's 911 coordinator.

Customers were concerned about the limited hours of operation at the Potsdam post office.

The hours of West Stockholm Post Office are 8-12, 1-4:45 M-F and 8-11:45 Sat. The hours of Potsdam Post Office are 8:30-5:00 M-F and 9-12:30 on Saturday.

# Some advantages of the proposal are:

The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post 1. office. Stamps by Mail order forms are provided for customer convenience. Customers opting for carrier service will have 24-hour access to their mail. 2. Savings for the Postal Service contribute in the long run to stable postage rates and savings for 3 customers. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient 4. parcel delivery for customers. Customers opting for carrier service will not have to pay post office box fees. 5. Saves time and energy for customers who drive to the post office to pick up mail. 6.

## Some disadvantages of the proposal are:

The loss of a retail outlet and a postmaster position in the community. Retail services may be provided 1. by the rural or contract delivery carrier. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not 2. necessary to be present to conduct most Postal Service transactions. A change in the mailing address. The community name will continue to be used in the new address. A 3. carrier route address will be assigned. A change in your PO Box Fees may be a result of this proposal. 4.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

# II. EFFECT ON COMMUNITY

Concern:

Response:

West Stockholm is an unincorporated community located in St Lawrence County. The community is administered politically by Town of Stockholm. Police protection is provided by the State Police. Fire protection is provided by the West Stockholm Volunteer Fire Department. The community is comprised of retirees, commuters, self-employed, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: none . Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the West Stockholm Post Office will be available at the Potsdam Post Office. Government forms normally provided by the Post Office will also be available at the Potsdam Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed on the returned questionnaires, at the community meeting, on the petition, and on the congressional inquiry:

1.	Concern:	Customer expressed a concern about the loss of a gathering place and an information center.
	Response:	The local church or a convenient market can provide a site for the community to gather, socialize and share information.
2.	Concern:	Customers expressed concern for loss of community identity.
	Response:	A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the West Stockholm Post Office name and ZIP Code in addresses and in the National Five-Digit ZIP Code and Post Office Directory.
3.	Concern:	Customer stated her mother shovels snow for the West Stockholm Post Office, and another person plows, so there is a concern that USPS would be cutting the pay of other people besides the PM and PMR.
	Response:	Comment noted and added to the official record.
и	Concern:	Customers stated, West Stockholm is on the National Register for Historic sites, and this should be considered when a decision

whether or not to close the office is being made.

the investigative report.

Information on the West Stockholm Historic District is included in

5. Concern:

Customers were concerned about the loss of a gathering place and an information center.

Response:

Residents may continue to meet informally, socialize, and share information at the other businesses, churches and residences in town

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

## III. EFFECT ON EMPLOYEES

The postmaster was promoted on June 25, 2005. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. .

#### IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 37,255 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	+ \$ 6.200
Total Annual Costs	\$ 50,479
Less Annual Cost of Replacement Service	<u>- \$ 13.224</u>
Total Annual Savings	\$ 37,255

## V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

## VI. SUMMARY

The Postal Service is proposing to close the West Stockholm, NY Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Potsdam Post Office, located six miles away.

The postmaster was promoted on June 25, 2005. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office mail volume has declined. Effective and regular service will continue to be provided by rural route service.

The West Stockholm Post Office provided delivery and retail service to 107 PO Box customers and 17 delivery route customers. The daily retail window transactions averaged 38. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$37,255 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

#### VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the West Stockholm Post Office, Norwood Post Office and Potsdam Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.

Hond			
	05/21/2011		
JEFFREY SANDS Manager, Post Office Operations	Date		

# **Optional Comment Form**

Following are comments I wish to make concerning the proposed discontinuance of the WEST STOCKHOLM Post Office.

1.	Effect on Your Postal Services. Delieve the proposal would have or	Describe any favorable or unfavorable effects you in the regularity or effectiveness of your postal services.
2.	Effect on Your Community. Plea you believe the proposal would have	se describe any favorable or unfavorable effects that we on your community.
3.	Other Comments. Please provide Postal Service should consider in o	any other views or information that you believe the leciding whether to adopt the proposal.
Name of	Postal Customer	Signature of Postal Customer
Mailing	Address	
City, Sta	ite, and ZIP Code	Date

7010 3090 0000 7778 7866 7010 3090 0000 7778 7873





07/15/2011

# OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 07/22/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

NADINE TREMBLAY

Post Office Review Coordinator

30 KARNER RD



A. Office							
A. Office							12000
	STOCKHOLM			District:	State: NY ALBANY PFC	Zip C	ode: 13696
Area: NORTH Congressional Dis				County:	St Lawrence		
EAS Grade:	11			10000000000000000000000000000000000000	Finance Numb	er: 35928	5
Post Office:	~	Classified Station			Classified Branch		сро 🗌
This form is a place	e holder for nun	nber 36. The round dated	I copies of	the propo	osal have been receiv	red.	
Prepared by:	Nadine Tren					Date:	08/03/2011
Title:	ALBANY PF	C Post Office Review Co	ordinator				gggwit
Tele No:	(518) 452-40	985				Fax No:	(518) 464-7429

DOCKET NO. 1387207-136960
ITEM NO. 36
PAGE 2

Date of Posting: 05/21/2011

Posting Round Date:

MAY 23 2011

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1387207 - 13696

Date of Posting: 05/21/2011

DOCKET NO.

ITEM NO. PAGE 1387207 +36960 360 3

Date of Removal: 07/22/2011

#### UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE



To the customers of the West Stockholm Post Office:

The Postal Service is considering the close of the West Stockholm Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 05/21/2011 through 07/22/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the West Stockholm Post Office, Norwood Post Office and Potsdam Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

NADINE TREMBLAY 30 KARNER RD ALBANY, NY 12288-9992

For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

JEFFREY SANDS 30 KARNER RD

DOCKET NO. 1387207-13696 ITEM NO. 36 PAGE 4

Date of Posting: 05/21/2011

MAY 2 3 2011

Posting Round Date:

Date of Removal: 07/22/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1387207 - 13696

Date of Posting: 05/21/2011



DOCKET NO. 1387207-1369()
ITEM NO. 36
PAGE
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Date of Removal: 07/22/2011



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE WEST STOCKHOLM, NY POST OFFICE AND EXTEND SERVICE BY RURAL ROUTE SERVICE

To the customers of the West Stockholm Post Office:

The Postal Service is considering the close of the West Stockholm Post Office for reasons stated in the accompanying proposal.

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For more information, you may call NADINE TREMBLAY at (518) 452-4085 or write to the above address.

Thank you for your assistance.

JEFFREY SANDS 30 KARNER RD

DOCKET NO.	1387207-13696
ITEM NO.	36
PAGE	6

Date of Posting: 05/21/2011

Posting Round Date:

MAY 23 2011

Date of Removal: 07/22/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

JUL 25 2011

DOCKET NUMBER 1387207 - 13696

Date of Posting: 05/21/2011

DOCKET NO. 1387207-13696

ITEM NO. 36

PAGE 7

Date of Removal: 07/22/2011

#### UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE WEST STOCKHOLM, NY POST OFFICE
AND EXTEND
SERVICE BY RURAL ROUTE SERVICE

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Thank you for your assistance.

JEFFREY SANDS 30 KARNER RD





## NOTICE OF TAKING PROPOSAL AND COMMENTS UNDER INTERNAL CONSIDERATION

Date 07/15/2011

Postal Customers of the West stockholm Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the West stockholm Post Office, which was posted 05/21/2011 through 07/22/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the West stockholm Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

TIM MILLS 30 KARNER RD